

## AM 4: Aviation Innovation and the Passenger Experience

*Diamond 9-10*

### MODERATOR



**Peter Buffa**

*Director, Barclays Capital – Public Finance*

Peter Buffa is a Director with the Barclays public finance team. Peter joined Barclays in 2011, after more than 25 years as a policy maker with a number of Southern California public agencies. In addition to 12 years as a Mayor and Councilmember in Costa Mesa, California, he served 11 years as a Director and Chair of the Transportation Corridor Agencies and five years as a Director and Chair of the Orange County

Transportation Authority.

While Board Chair at OCTA, Peter played an integral role in developing an initiative to accelerate transportation project funding and approval at the federal level, called “Breaking Down Barriers,” elements of which were incorporated into the Map-21 Surface Transportation Reauthorization Act in 2013.

Peter is a graduate of the University of Arizona, did graduate work at the University of Southern California, served as a United States Air Force officer from 1970 to 1973 and lists his greatest achievement as being named the 1959 Bronx Spelling Bee Champion.

### PANELISTS



**Tina Millan**

*Senior Vice President and Director, U.S. Aviation Practice, WSP*

Tina Millan is Senior Vice President and National Director of Aviation Services for WSP USA. In this role Tina is responsible for managing aviation projects and staff; coordinating with regional, area and project managers for aviation business development and project delivery; managing specialized resources within the aviation practice; and providing technical support for aviation projects in the U.S. and abroad. She has more than 15 years of experience managing large-scale capital infrastructure programs in the U.S. and globally. She previously served as vice president of aviation for the North American infrastructure division of a global professional services firm, where she was

responsible for managing a team of aviation experts on projects for Dallas-Fort Worth International Airport, Houston Airport Systems and San Francisco International Airport.



**Frank R. Miller**

*Executive Director, Burbank-Glendale-Pasadena Airport Authority*

Burbank-Glendale-Pasadena Airport Authority selected Frank R. Miller as Executive Director of the Hollywood Burbank Airport in September 2016.

Frank possesses a wealth of industry experience, having spent 33 years as an Aviation Director with profit and loss responsibility for airports of increasing size and operational complexity, as well as

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successfully directing multiple major airport capital development programs.

Frank served six years as Aviation Director for the San Antonio Airport System in Texas, overseeing operations at San Antonio International Airport and Stinson Municipal Airport. In 2010, San Antonio International Airport completed a \$500 million, 250,000-square-foot new Terminal B, replacing the outdated Terminal 2.

Frank served 22 years as the Airport Director at Pensacola Regional Airport in Florida where he developed a private-public financing construction program for the new air traffic control tower, which was completed with no airport or city funds. Currently, the Federal Aviation Administration uses this model for its construction-leaseback program.

Frank served as the Airport Manager for Walker Field Airport Authority in Grand Junction, Colorado, and Airport Manager for the City and Borough of Juneau, Alaska.

Frank received a Bachelor of Science in Business Administration from Pacific Lutheran University in Tacoma, Washington. His professional memberships and affiliations include: accreditation by and membership in the American Association of Airport Executives (AAAE); and various leadership positions with Airports Council International (ACI) boards, including ACI North American Chairman, First Vice Chairman, and Second Vice Chairman, and member of the ACI World Governing Board and Executive Committee.

Awards and presentations include: Richard Goodman Award for Strategic Planning Excellence, Association for Strategic Planning, 2016; Most Improved Airport in North America for Customer Service, ACI, 2013 and 2014; Federal Aviation Administration, Southern Region, Airports Division, Commercial Service Manager of the Year, 2006; Airport Minority Advisory Council Award of Excellence, 1999; Corporate Award of Excellence, Southeast Chapter AAAE, 1999; and Commercial Service Airport of the Year, Florida Department of Transportation, 1997.



**David Pfeiffer**

*Director of Business Development, John Wayne Airport*

Dave Pfeiffer joined John Wayne Airport (JWA) as Deputy Airport Director of Business Development in January 2017. Dave's background includes concession development, lease negotiation and airport properties management. He has a strong background in developing airport relations with other governmental bodies and local communities. Prior to coming to JWA, Dave held senior management positions at San Francisco Intl. Airport & Portland Intl. Airport overseeing revenue development and business. Dave was also Vice President of Operations and Sales for CLEAR Pre-Check at airports in the Western US. In addition, Dave has served on airport, economic development and transportation authority commissions in Northern California and Vancouver Washington. Included in his retail background is experience at Target Stores and Montgomery Wards as district management trainer in California, Florida and Louisiana. Dave also was on the Board of Directors of a division of Montgomery Ward.

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**Mark Thorpe**  
*CEO, Ontario International Airport Authority*

With more than 20 years of experience in the aviation industry, Mark Thorpe is responsible for the development and sustainability of Ontario International Airport (ONT). He brings with him a plethora of experience and enthusiasm for aviation, and new vision for Ontario International Airport to become a world class airport experience for the almost 5-million passengers that come through the terminals. Since joining, Mark has positioned ONT as the first airport to dynamically price and yield-manage parking, has reached agreements with Uber and Lyft, added eight new restaurants, and partnered to develop TSA pilot programs that have increased throughput through innovative use of technology and procedures.

Prior to being named CEO for ONT, Mark served and excelled as the Chief Development Officer by increasing passenger and cargo air service, along with all development opportunities for the OIAA. Before to joining the OIAA team, Mark oversaw the newly formed Cargo Business Development group at Dallas International Airport (DFW), leading the airport's business development efforts with freight forwarders, supply chain managers, shippers, and airport cargo handlers. He has experience in more than 40 countries in the Asia/Pacific region, Europe, the Middle East and Africa. Mark and his wife reside in Irvine, California, his wife's home town, with their two daughters and one son.



**Keith Wilschetz**  
*Deputy Executive Director, Operations and Emergency Management, Los Angeles World Airports*

Keith Wilschetz was appointed Deputy Executive Director of Operations and Emergency Management for Los Angeles World Airports (LAWA) in December 2016, effective in January 2017. He is responsible for planning, directing and coordinating activities related to all landside, terminal and airside operations, as well as emergency management at Los Angeles International (LAX) and Van Nuys general aviation (VNY) airports.

Keith brings 30 years experience in airport planning, operations and leadership to LAWA. He previously served as Director for Airport Planning & Noise Mitigation for the San Diego Regional Airport Authority, where he directed all airport planning and noise management activities. He also led land-use planning for the authority's 16 airports throughout San Diego County, which included four military bases. He also served as Vice President of Planning at Dallas/Fort Worth International Airport, where he directed strategic, technical and administrative planning.

Keith also served as a director with Landrum & Brown, Inc., where he worked as Technical Co-Manager on the LAX Master Plan and its related environmental impact studies and coordinated with regional stakeholders, including the California Department of Transportation and the Federal Aviation Administration. As part of the firm's Transportation Engineering Consulting Group, he managed strategic planning studies for many airports, including Chicago O'Hare, Ontario International, (California), Anchorage International, Beijing Capital International, and Puebla International (Mexico).

Keith earned a Master of Science in Executive Leadership from the University of San Diego and a Bachelor of Science in Aerospace Engineering from the University of Missouri in Rolla. He also is a licensed pilot.